

**WETASKIWIN & DISTRICT
CHAMBER OF COMMERCE**

**POLICIES
&
PROCEDURES**

Revised: February 2008

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I. The Organization

a. Mission Statement

“To be a catalyst to promote and enhance the Wetaskiwin and District Business Community”

b. Purpose

- i. To promote commerce
- ii. A voluntary organization of business and professionals who join for the purpose of promoting the civic, commercial, farming and industrial progress of their community

c. Objectives

i. Networking

1. To promote “networking” among members so that services and products can be exchanged
2. To encourage community involvement through functions such as the Home Based Business Show, Ladies on the Lake, Pioneer Days, etc
3. To provide opportunities for social interaction within the business community

ii. Service to Members

1. To be a sounding board for business
2. To provide opportunities for members to enhance their business (luncheons, workshops, etc.)
3. To be an information resource

iii. Promotion of Business/Commerce

1. To promote Wetaskiwin and District commerce
2. To represent the interests of Wetaskiwin and District and present the benefits of Wetaskiwin as a place to do business
3. To encourage the business community to work together for the good of the whole community

iv. Tourism

1. To promote/support tourism by providing year-round Visitor Information services as per contract with the city
2. To welcome visitors to Wetaskiwin and provide information
3. To promote Wetaskiwin and District as a quality place to visit, vacation and live
4. To liaise with the City of Wetaskiwin to ensure continued promotion of Wetaskiwin and area
5. Work together to promote economic development and tourism initiatives that will benefit the community

- v. Recognizing Excellence
 1. To recognize outstanding business and individuals in Wetaskiwin and District
- vi. Voice to Government
 1. To represent the Wetaskiwin and District business community as a liaison with the three levels of government
 2. To represent community interests
 3. To be an active member of the Alberta Chambers of Commerce
- vii. Fundraising
 1. To raise money to support activities

II. Membership

a. Preamble

- i. Membership is open to any individual, organization, society or business having an interest or mandate to promote and improve our business community.
- ii. The Board of Directors determines membership fees annually, which must be approved at a General Meeting.
- iii. A Membership is valid from January to December of any given year
- iv. Local organizations/businesses with two or more outlets **operating under the same trade name** may buy a single membership
- v. Two or more local businesses **operated by the same ownership** may purchase a Corporate Membership
- vi. Each member is entitled to one vote

b. Membership Categories

- i. Not-for-Profit
- ii. Small Business (1 to 5 Employees)
- iii. Medium Business (6 to 20 Employees)
- iv. Large Business (21+ employees)
- v. Corporate (two or more businesses under the same ownership)

c. Honorary Membership

The Board of Directors may confer an Honorary Membership to a member who has made significant contributions to the Chamber of Commerce. Honorary membership shall be for one year. Honorary members have all the privileges of membership and shall be exempt from payment of dues for that year. The Board shall award or revoke Honorary Membership by a majority vote.

d. Lifetime Membership

The Board of Directors may grant to honor past members, volunteers or any individual the Board deems honorary for voluntary leadership and a significant contribution to the Chamber or who has distinguished himself/herself in a voluntary capacity within the community. Lifetime members are exempt from

payment of dues, but have no voting privileges and are not able to hold office. The Board shall award or revoke Lifetime Membership by a majority vote.

III. Board of Directors

a. Responsibilities

The Board of Directors is responsible for mobilizing the resources of the business community to achieve Chamber objectives. It is the responsibility of the Board to see that the talents and energies of members are enlisted in Chamber events. It is also responsible for setting and carrying out the wishes of the membership.

b. Functions of the Board

The Board is the Chamber's policy forming body. It determines the program of action, approves the budget, receives and directs the general activities of the organization. It makes resolutions in response to the initiative and is subject to the will of the membership.

c. Relation of Director to Chamber Policy

The Directors as individuals have no authority to commit the Chamber of Commerce to any action or policy. They have a right to exert their influence with the Board for the approval of such actions and policies as they favor; but their authority does not go beyond their vote, and they should abide by the decisions of the Board in accordance with the bylaws governing such decisions.

d. Relation of Director to the Public

The Directors are representatives of the Chamber, officially and unofficially, to the entire public. Directors may not speak for the Chamber of Commerce except on those matters where the Chamber has clearly defined and formulated policy. They should be ready at all times to defend the Chamber of Commerce against criticism, or where he/she finds criticism justified to take steps to remedy the conditions causing criticism by bringing it to the attention of the Board. They should be ready to discuss the affairs of the Chamber at any time with interested members. A director can make a distinct contribution to the well being of the Chamber by bringing to the attention of the Board constructive suggestions, which enables the Chamber to become an even more useful and effective organization.

e. Relation of Director to Staff

Proper understanding of the relationship of the Board of Directors to the Executive Director and other members of the staff can avoid confusion and conflict. Through the Executive Director and staff, the Board has a permanent administrative machine to carry out the work of the Chamber. The Board of Directors are not Executive Officers and as such the Executive Director will listen to advice and suggestions but is under no obligation to accept instruction from individual Directors. All instruction from the Board is through the President. The

Executive Director is the Board's counselor and he/she is responsible for seeing that the work of the Chamber is effectively carried out and that policies are adhered to.

f. Relation of Director to Board

The Directors are co-partners with each other to carry out the mission statement, vision, and goals of the Chamber. They should be scrupulous in their disassociation of all personal interest from Chamber activities. Directors should also regard their position as a public trust. Directors should observe the rights of their fellow Directors by being prompt at all meetings.

g. Duties of the Board

i. Direct Organization

1. In accordance with bylaws and mission statement
2. To plan, once goals and objectives are in place
3. Make decisions from options and monitor goal and objectives

ii. Establish Policy

1. Create policies and provide operational guidelines

iii. Hire an Executive Director

1. To approve job description and determine compensation
2. To review performance, hire and terminate

iv. To counsel and be counseled

1. Provide guidance and support for Executive Director and receive Executive Director's suggestions
2. Ask questions, be informed
3. Remain ultimate decision maker

v. To keep members and community informed

1. By effective communication methods
2. Attendance at all General, Special and Board Meetings
3. Attendance at monthly Business Luncheons
4. Attendance at Annual General Meeting

vi. To control the organization

1. By approval of the Annual Budget
2. Understanding the financial statements
3. Ensuring that an annual audit of fiscal year end be conducted by a qualified auditor
4. To take necessary action to ensure that the Chamber and Board of Directors are protected against personal liability and that all proper insurance requirements are in place as required

vii. To be accountable and responsible for their actions

IV. Personnel

a. Hiring

The Executive Director will hire all support staff.

- b. Dismissal**
Employees may be terminated only by the Executive Director.
- c. Resignation**
When an employee resigns, written notice in accordance with the Alberta Employment Standards Code/Contract will be required.
- d. Confidential Matters**
Since the Chamber is an institution to which many matters of a confidential nature are entrusted, each employee must keep in strictest confidence any information acquired and should be discreet as to matters being handled by the Chamber.
- e. Publicity**
Any enquiries and requests by media concerning information not released to the public shall be referred to the Executive Director without comment.
- f. Customer Service**
Customer service has priority to ALL tasks! People entering the Chamber Office must be greeted promptly and respectfully. The Chamber staff are the front line Ambassadors for the City of Wetaskiwin and therefore reflect one of the first images of our community.
- g. Affiliations with other Organizations**
 - i.** There is no objection to an employee being a member of any organization, which is not in direct conflict with the aims, purposes and objectives of the Chamber of Commerce.
 - ii.** An employee should consult with the Executive Director before accepting an office or other prominent place in an organization.
 - iii.** Public statements should not be made that are in conflict with Chamber policy. When active as an individual in the public, statements and opinion of any Chamber employee can be and are apt to be interpreted as official Chamber of Commerce Policy.

V. General Policy

- a. Policy and Procedure Updates**
Revisions and additions to this manual shall be made by resolution at a Board Meeting.
- b. Fundraising**
The Wetaskiwin and District Chamber of Commerce is a not-for-profit organization; it is not the Chamber's mandate to financially support other not-for-profit organizations. Members contribute individually through their own businesses.

c. Memberships in Other Organizations

The Board may approve membership in other complimentary organizations.

d. Complimentary Tickets

- i.** President: That in appreciation of time spent in this voluntary position, the President or designate will be provided with a complimentary ticket to the Business Luncheon and all pertinent Chamber events.
- ii.** Staff: The Executive Director and support staff shall attend all Chamber functions and meetings without cost.
- iii.** Media: In appreciation of exposure given to the Chamber by member media through their publications and broadcasts, each reporting representative shall be provided with a complimentary ticket to the Business Luncheon and all pertinent Chamber events.

e. Recommendations/Endorsements

The Wetaskiwin and District Chamber of Commerce is supported by many and varied businesses, which are in competition with one another; as such we do not make individual recommendations or endorsements of products, services and/or companies, rather we give the names of all Chamber member businesses that are concerned with the particular product or service. The Chamber will also not support or endorse any one religious and/or political party or cause.

f. Members Mailing List

The Wetaskiwin and District Chamber of Commerce's Member mailing list is available to members ONLY. The list may not be sold or used for any non-Chamber activity. This protects Chamber Members from being solicited.

g. Delinquent Accounts

- i.** All membership invoices should be paid within 30 days. Invoices over 30 days will be subject to a 2%/month interest charge
- ii.** Invoices over 60 days will result in suspension of member services until payment is received
- iii.** Invoices over 90 days will result in termination of membership. Re-instatement of membership will be subject to a \$50 administration fee